

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of  
SCAHILL

Serial No. 10/5<sup>2</sup>2,024

Filed: January 21, 2005



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TC/A.U.: Unknown

Examiner:

For: IMPROVEMENTS IN OR RELATING TO INFORMATION  
PROVISION FOR CALL CENTRES

\* \* \* \* \*

May 11, 2005

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**INFORMATION DISCLOSURE STATEMENT**

Attention is directed to all references identified in the attached Form PTO-1449.

A copy of all the non-US patent documents is also attached.

Official consideration and citation of each such reference is requested.

Respectfully submitted,

**NIXON & VANDERHYE P.C.**

By:

A handwritten signature in dark ink, appearing to read "Larry S. Nixon". The signature is written over a horizontal line.

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